MT VOTES: FAQs

Secretary of State Linda McCulloch

Elections and Government Services Division

August 2016

Voter Search

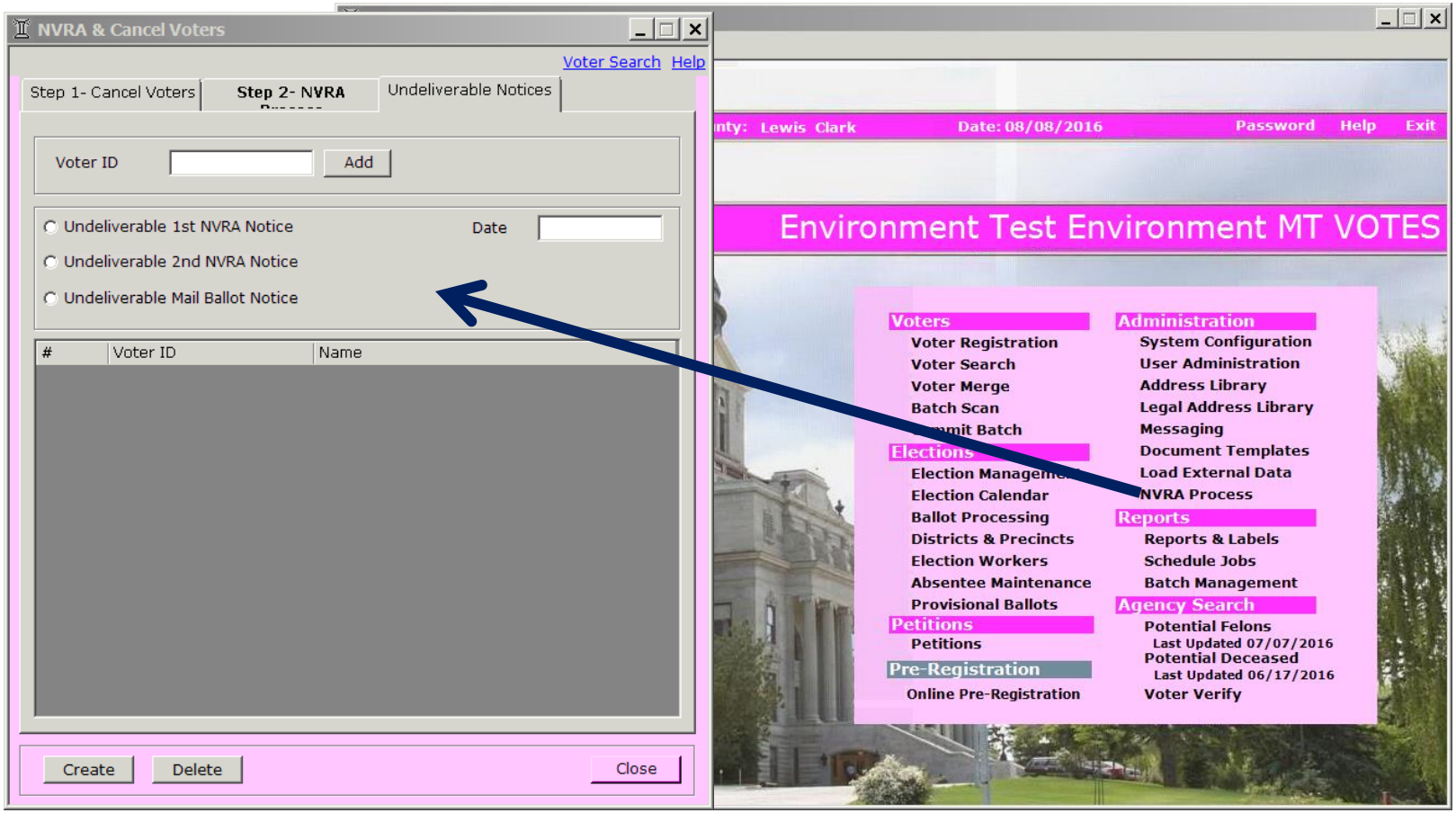
FAQS

Voter Search FAQs

Q: Why can't we bulk scan in NVRA Undeliverable notices?

A: Good news, as of July 2016, that is a new feature. You can also bulk scan in undeliverable mail ballot notices as well!

NVRA Notices



Voter Search FAQs

Q: What else is new in the July release?

A:

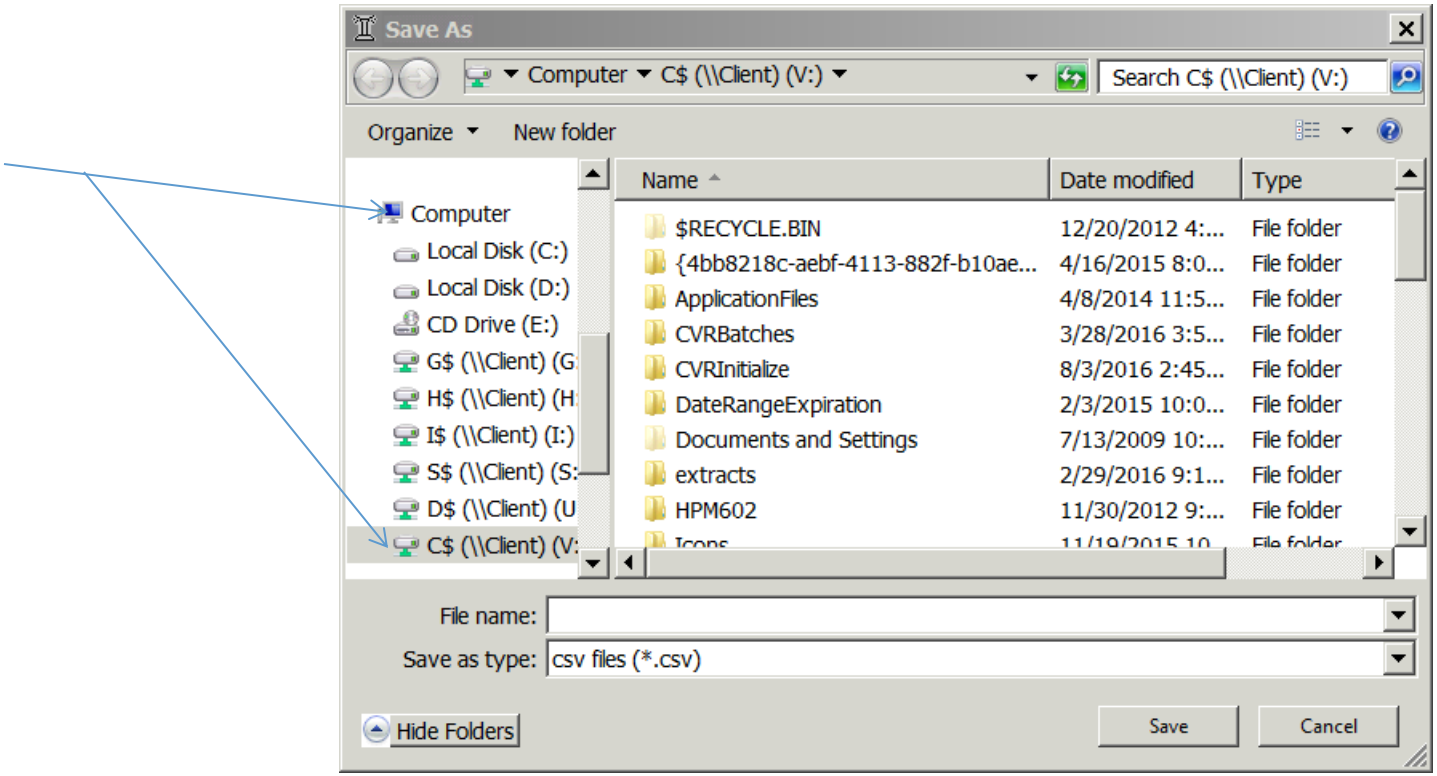
- UOCAVA Date ranges have been fixed.
- Provisional ballots have now been added to the BP-12 (They are not flagged as provisional)
- Phone numbers have been added to the Undeliverable Reports/Exports
- When processing precinct registers a total is now displayed at the bottom of each precinct.
- Toggle between Voter Registration number and Ballot ID.
- When printing NVRA Labels, it will now include Suffix.
- The Ballot Issue screen has been streamlined.
- A report for identifying voters who turn 18 after the close.
- You can now re-sort election labels.
- A few small tweaks to the new Voter Verify.

Voter Search FAQs

Q: I'm extracting the data from voter search (or reports and labels) but I can't find it on my desktop, where is the file?

A: You are likely saving the file to the desktop of the server you are using, not to your desktop. Navigate to the **C$(\\Client)(V:)** under the Computer option. This will be your workstation.

Voter Search FAQs



Voter Record FAQs

Q: For the 2016 general election, the close of registration falls on a Tuesday, what vote eligible date should you use for Late Registrants?

A: Late Registrants should always be set to the Sunday before the close of registration.

Voter Record FAQs

Q: What does this ballot status mean?

A:

- Active/Prepared – label has not been printed. The ballot has no sequence number associated with it yet. You can delete these prepared ballots.
- Active/Sent – a label has been printed and it has a sequence number. You can only void/accept/reject or mark these ballots undeliverable.
- Active/Processed – Ballot has been received in ballot processing but has not received a disposition.
- Undeliverable – ballot has been received as undeliverable
- Prov Ballot – Voter has been issued a provisional ballot. This status will not update when the ballot has been rejected/accepted.

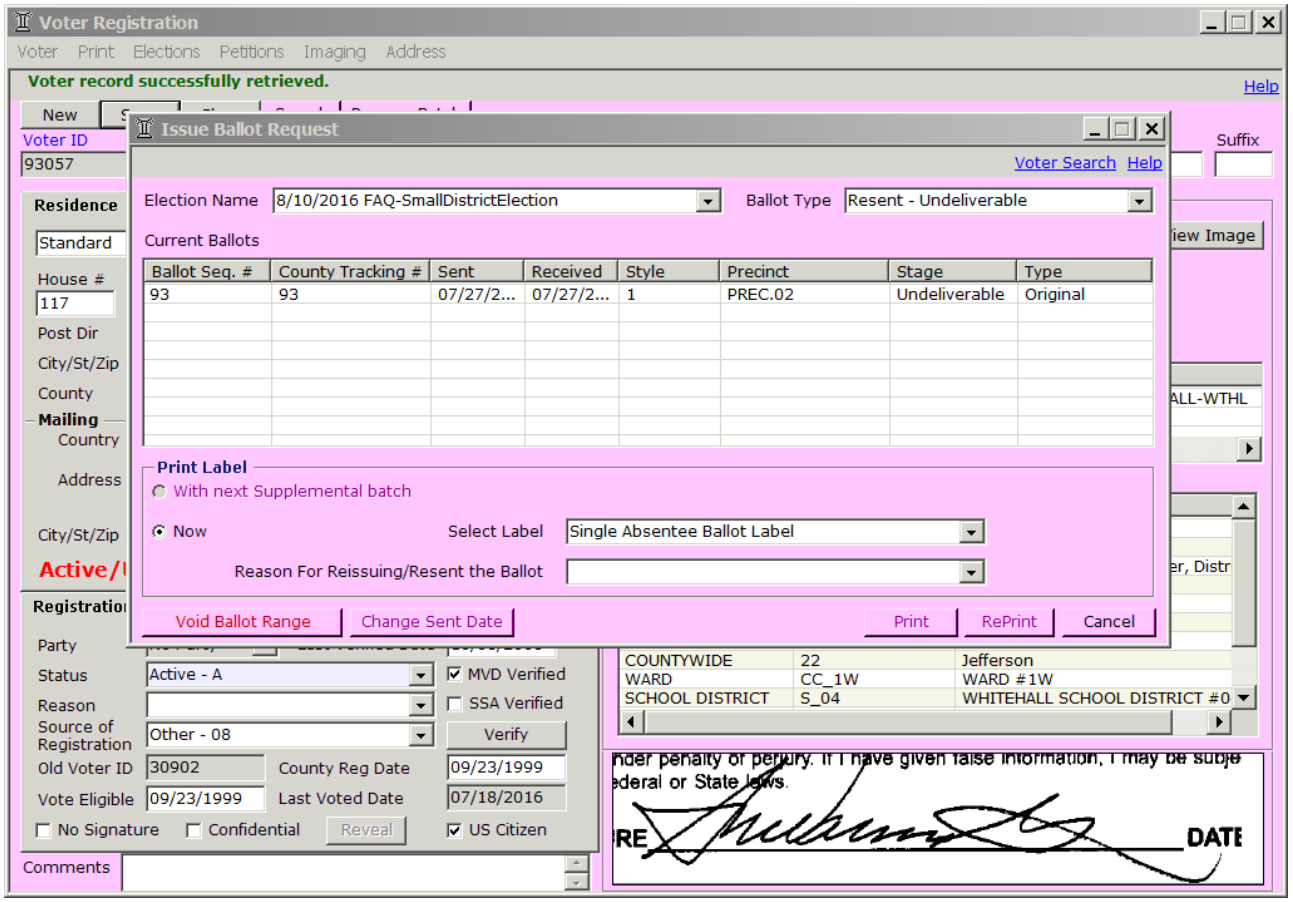
If ever in doubt about a ballot, check the voter's Ballot Audit Log.

Voter Record FAQs

Q: How do I resend an undeliverable ballot?

A: Pull up the voter's record, and go up to Elections->Issue ballot. Select Resent-Undeliverable and the applicable options, then print. You will be prompted to remove the undeliverable ballot out of the batch.

Voter Record FAQs

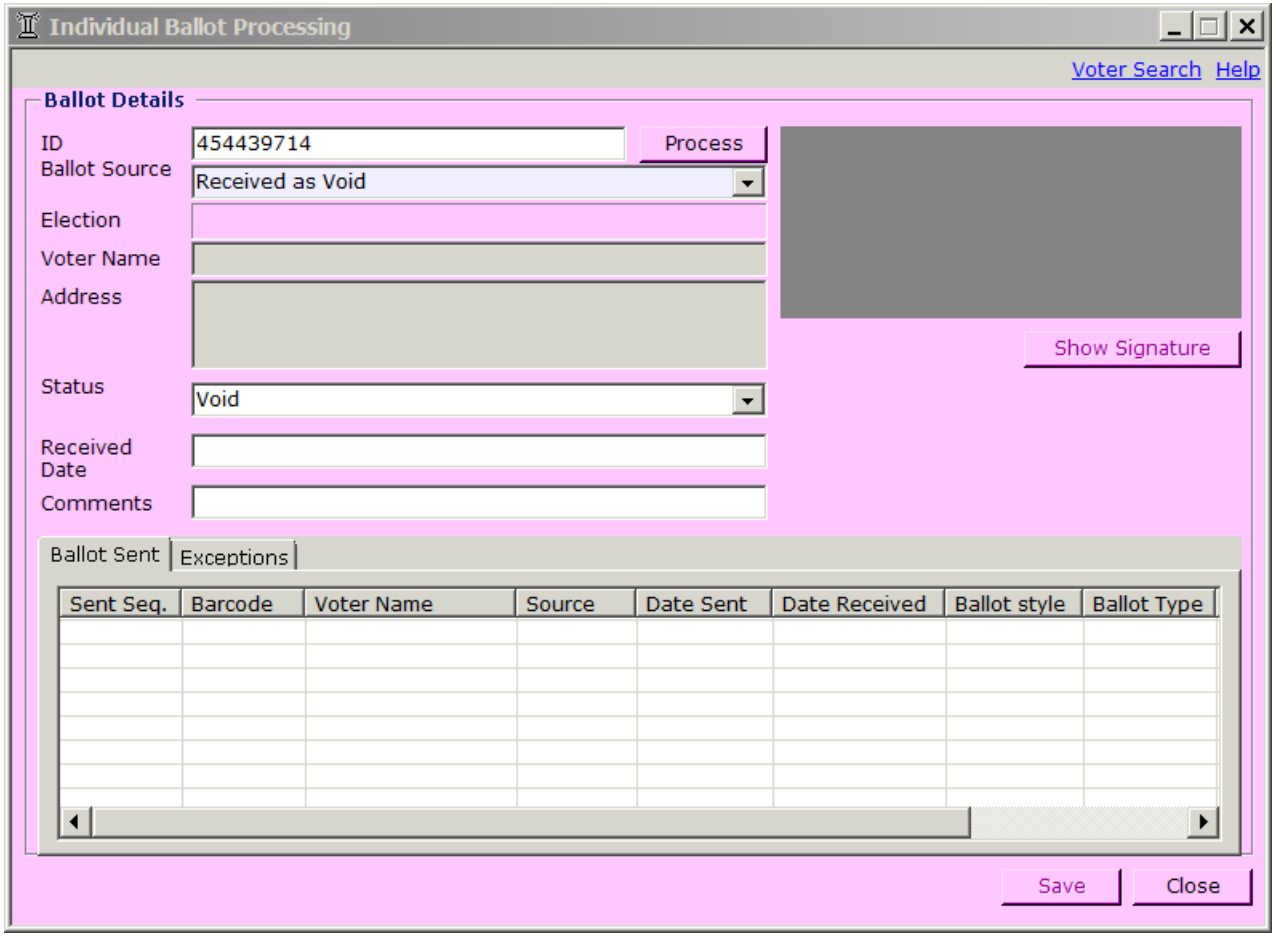


Voter Record FAQs

Q: I accidentally accepted a ballot that should have been void, how do I fix it?

A: You will need to find out what batch the accepted ballot is in. You can find this information by going to Active Ballots within the voter record. Then go into Ballot Processing, search out that batch, find the ballot and delete that ballot from the batch. That will put the ballot back into Active/Sent status.

Voter Record FAQs



Absentee Tab

FAQS

Absentee FAQs

Q: I searched Absentee List as an absentee **status**, and there are 200 number of voters, but I only printed 100 labels, why are they different?

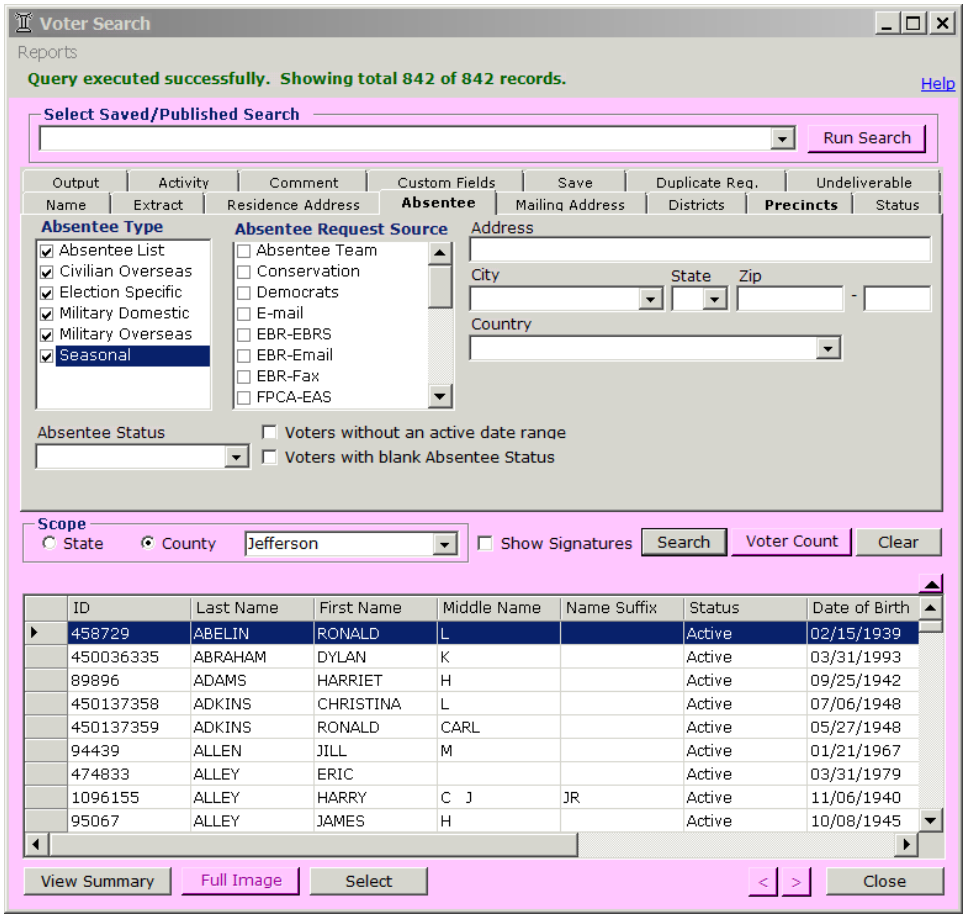
A: Absentee **Status** is different than Absentee **Type.** An absentee **status** is required if there is an **absentee type** (unless election specific), but a type is not required if there is a status.

Important Differences:

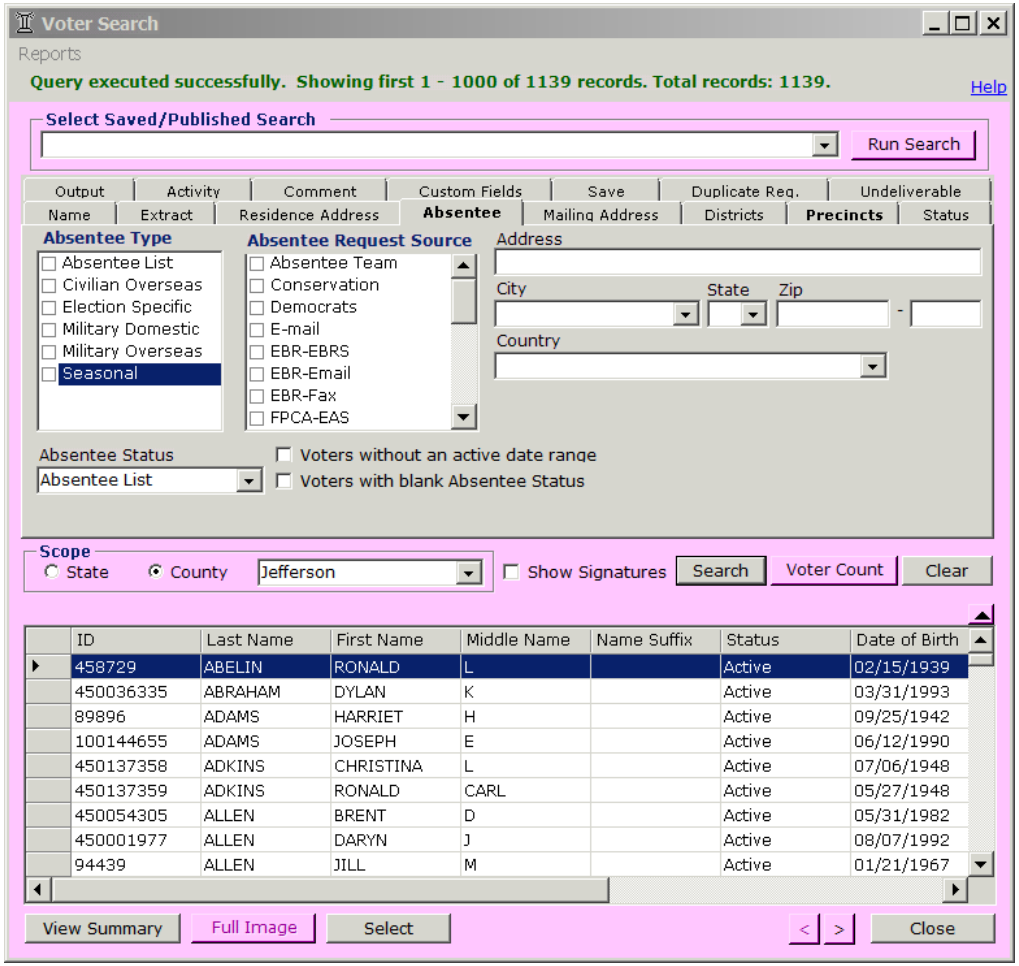
Types have an active date range. These are the individuals who will receive labels if their date range falls on the election day. When the date range expires, the type disappears, but the **Status** will stay unless manually removed.

People who do not respond to your 2018 Absentee Confirmations will have their **TYPE** expire, but their Status will still reflect an Absentee Status, indicating that at one point in time they received absentee ballots.

Absentee by TYPE



Absentee by Status



AbsenteeFAQs

Q: Why can’t I give a voter an absentee status of Election Specific?

A: Election Specific does not populate as an option until you have generated ballot styles.

Pre-Registration

FAQS

Pre-Registration FAQs

Q: My Pre-Registration link is bright red, is there anything that I have to do?

A: You don't need to do anything until the voter comes in to register. If you'd like, you can reach out to the voter and let them know that you received their pre-registration information.

Please note! The voter is not registered until they come into the office and sign the pre-filled card.

Pre-Registration FAQs

Q: A voter is standing in my office who pre-registered. How do I handle it?

A: Open up the Pre-Registration module. Leave the status as Unprocessed and click Search. Locate the voter and click **Process.** This will open up Voter Registration. The right hand window will display the information the voter entered. Use the checkboxes to select the information you want to bring into MT Votes. When you are ready, click the **Select** button. Once you saved the record, print the Pre-filled card for the voter to fill out.

Pre-Registration FAQs

Q: I keep receiving an error when I try to save the pre-registration form, it says “Form cannot be saved.”

A: Check your document templates, you may be missing a Pre-Registration document. If you are, simply create one called **Pre-Voter Registration Image.**

The name is very important. The system looks for this document type when saving pre-registrations!

Reports & Labels

FAQS

Reports and Labels FAQs

Q: Someone is looking for data from a past election, how can I find that?

A: Depending on the request, you can run reports/exports out of MT Votes or direct the individual to the Voter File. One thing to keep in mind, reports/exports are current as of the time that the query is run. If someone wants to know everyone who voted in 2006 and you run the VR-012 report for them today, it may not contain all the same data it did if you were to run/save it back in December of 2006.

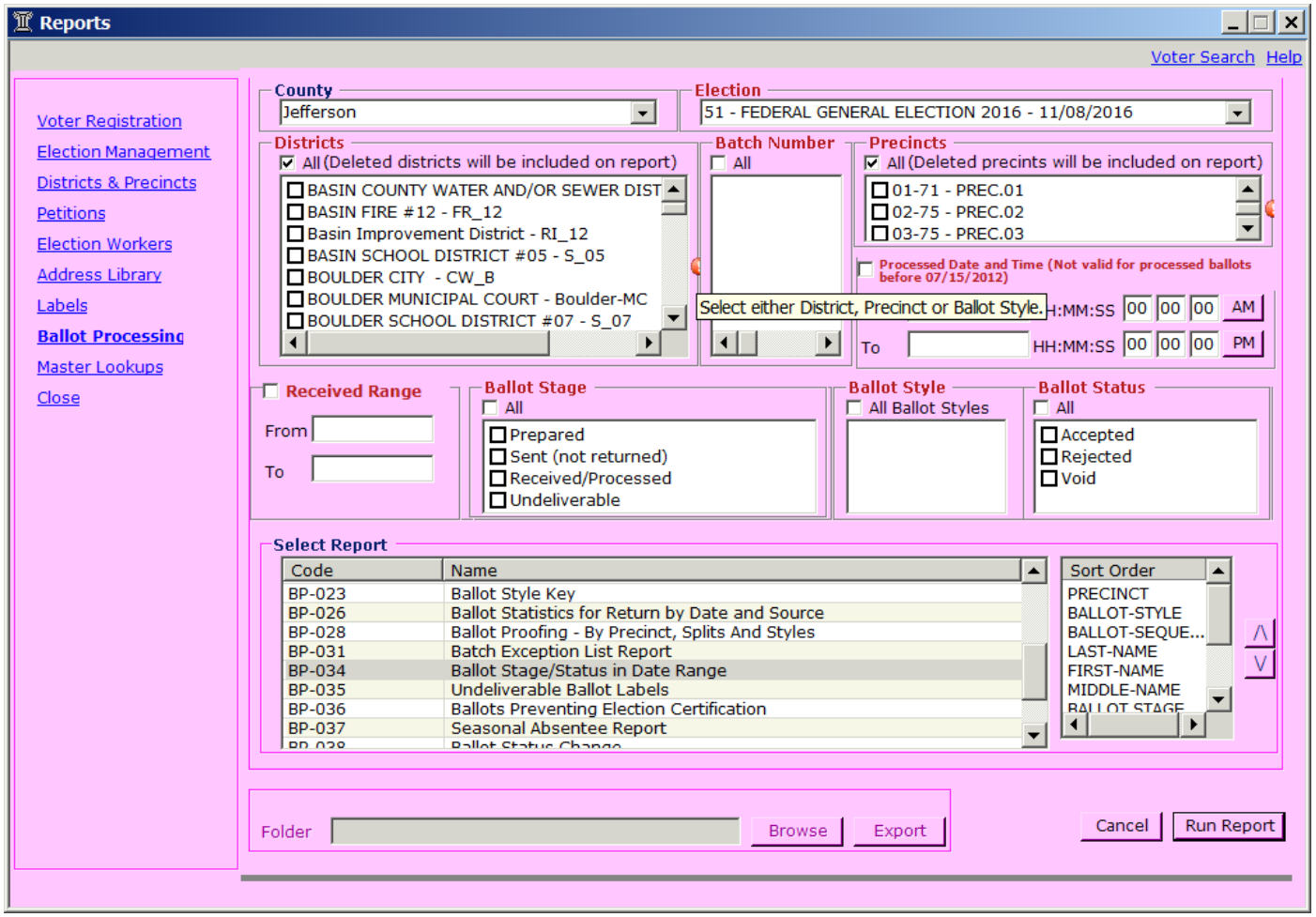
To remedy this, we recommend running a handful of exports/reports before/after closing your election. Saving this data will allow you to provide data that reflects that date and time.

Reports and Labels FAQs

Q: Why can't I run this report/export?

A: The most likely culprit is that you are either giving the report too many parameters or too little. If this occurs you will see a little red warning blob. If you put your cursor over this blob it will tell you what information you need to remove or add.

Reports and Labels FAQs



Election Management

FAQS

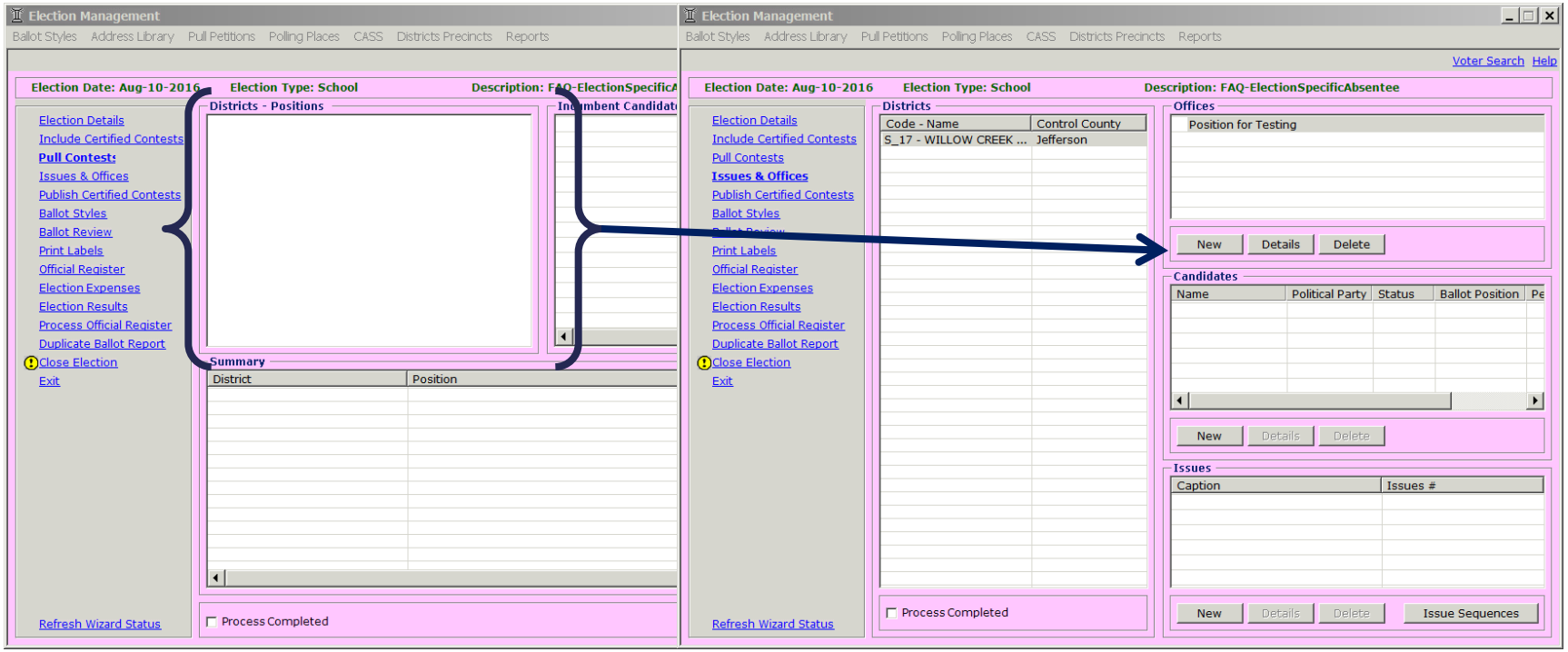
Election Management FAQs

Q: How can I add a race to an election?

A: The race should be in Pull Contests, if not, you can add the race in the issues and offices menu.

If you'd like the race to automatically show up in Pull Contests, you will need to check that race's settings in Districts and Precincts.

Election Management FAQs



Election Management FAQs

Q: Are you required to check the Processed Complete checkboxes?

A: While we recommend using these checkboxes, they don't have any impact on the functionality. They are most useful to show you that you've completed that step in the election.

Election Management FAQs

Q: When can I generate Ballot Styles for federal elections?

A: You need to wait until you've added all races/candidates (including certified contests). If you generate your styles and then go back and tweak data in that election you may run into problems.

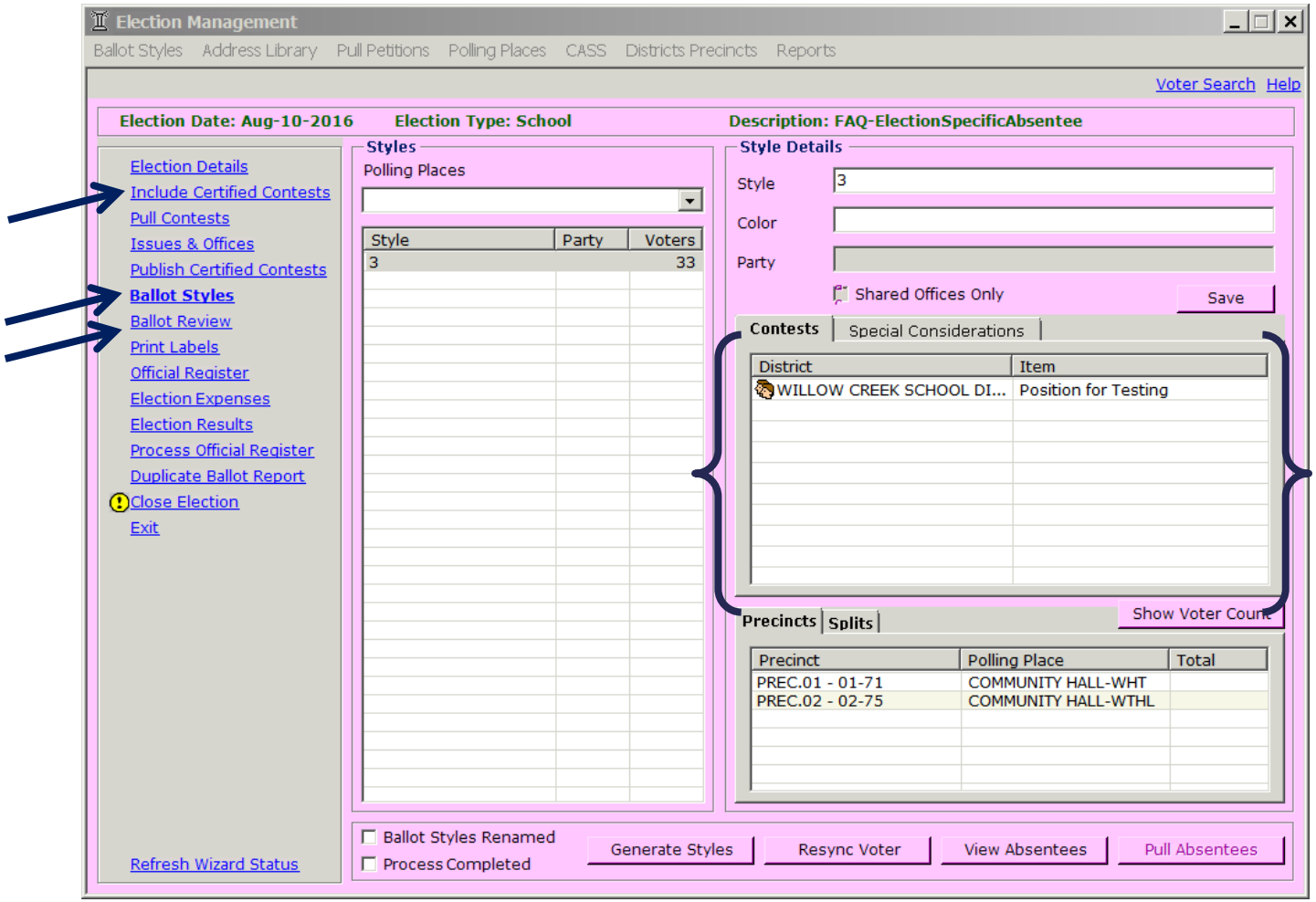
Election Management FAQs

Q: How will I know if I've included the Certified Contests?

A: There are a few ways to tell.

- Check the Certified Contests section. If races need to be included they will show up here (if they are published).
- Check the Ballot Styles section. Click on a style and check to see if all races are included.
- Check the Ballot Review section. Check here to see if all races are showing up.

Election Management FAQs



Election Management FAQs

Q: Why do I have ballots in Active/Prepared status? I haven't pulled any absentees.

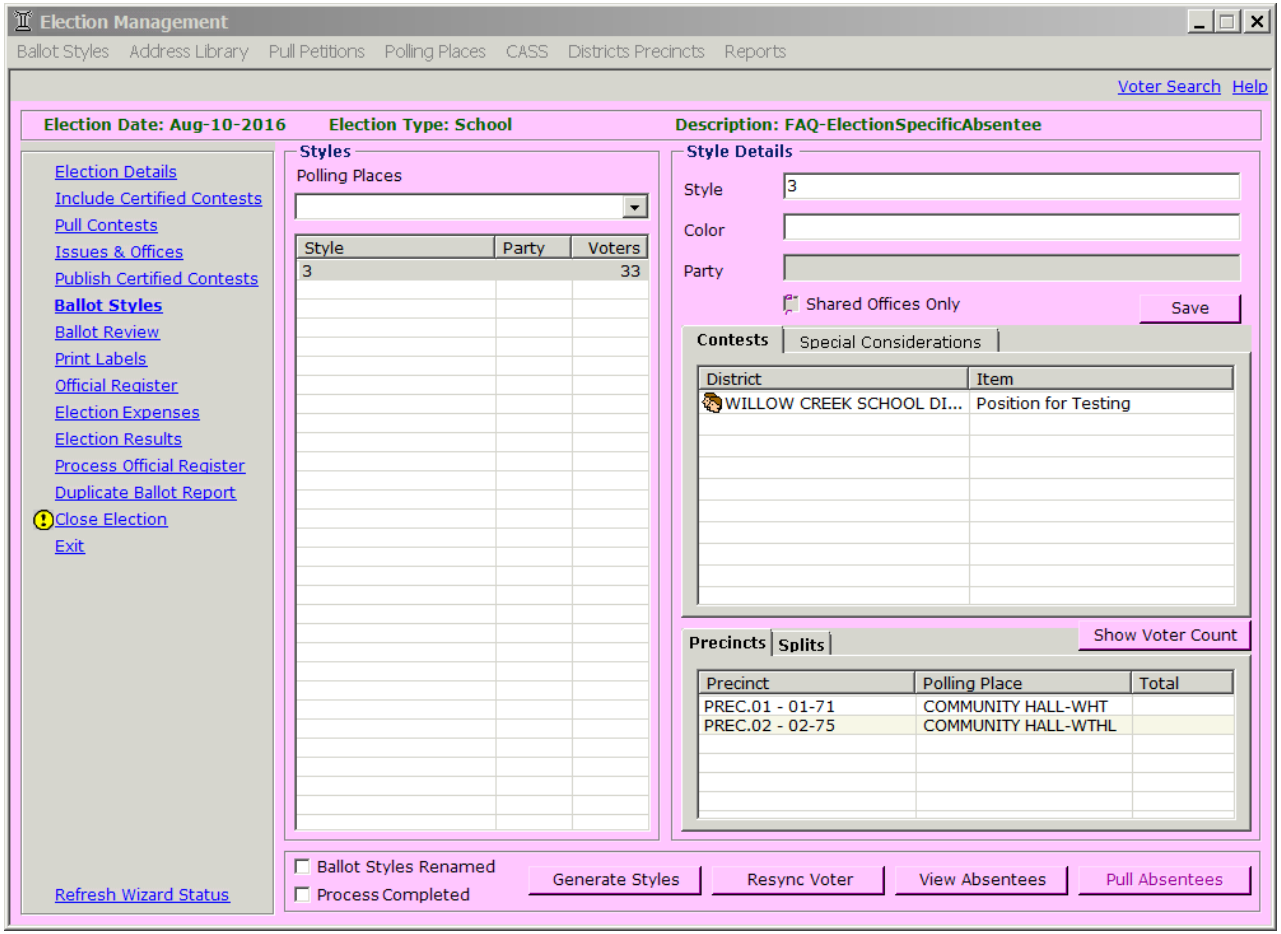
A: If you haven't pulled any absentees, and you have generated styles, election specific absentees will automatically go into a prepared status. They are automatically pulled into the election as soon as the status is added.

Election Management FAQs

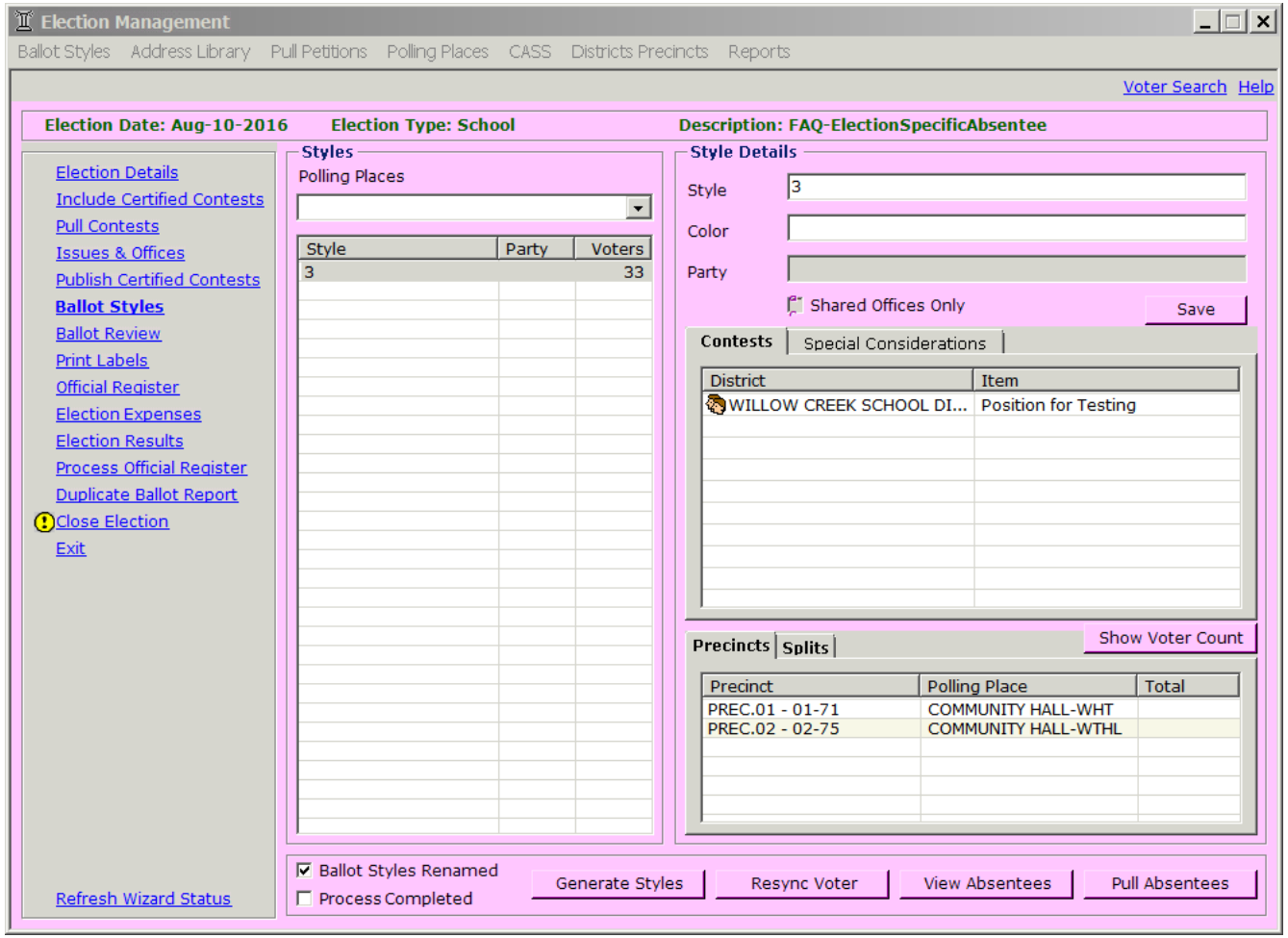
Q: Why can’t I pull in my absentees?

A: You need to check the ‘Ballot Styles Renamed’ checkbox.

Election Management FAQs



Election Management FAQs



Election Management FAQs

Q: What are things I should look for before I print my labels?

A: As far as election management is concerned, printing labels is the line in the sand. Once you cross it, you can't go back, so it's imperative that everything is correct. Things we would recommend checking:

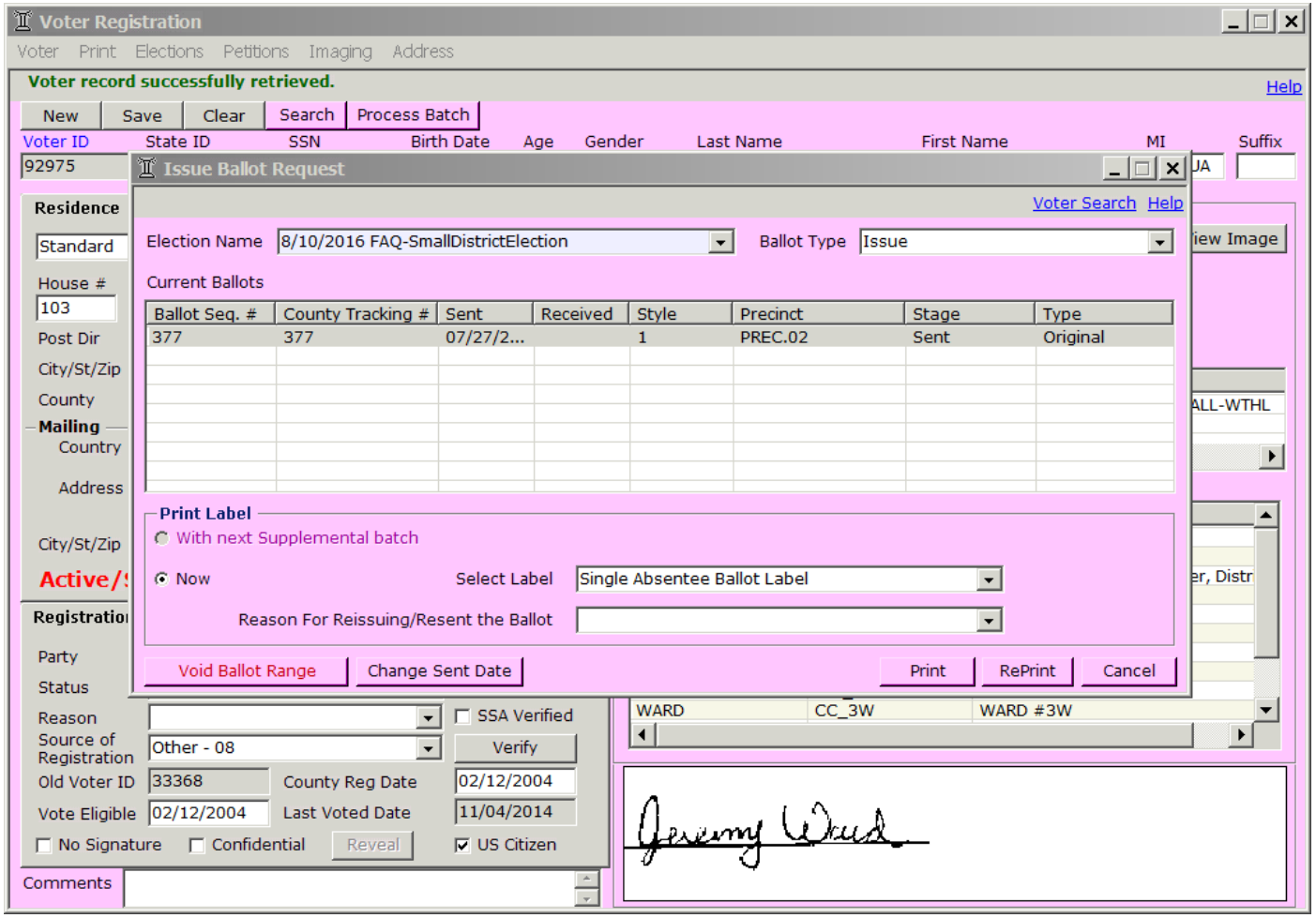
- **Election Date and Style** – Some of this data becomes uneditable after generating your styles, but it's a good thing to do a secondary check.
- **Issues & Offices** – Double check that you have included all issues/offices/candidates. This includes Certified Contests and also includes spelling and punctuation of names.
- **Ballot Styles** – Ensure the number of ballot styles listed is equal to the number of different physical ballots you have.
- Double and triple check the sent date of your ballots when you print labels.

Election Management FAQs

Q: I mistyped the sent date on my absentee ballots. How do I fix this?

A: The only way to fix this is to manually go into each and every voter's record and manually change the sent date.

Election Management FAQs



Election Management FAQs

Q: Why did this seasonal absentee label print with a different address?

A: Absentee labels are generated based on the mailing address at the date of the election. Before you send your seasonal absentees, you should run the EX-015 or E-015 and look at all seasonals, verifying the ballot will go to the correct address.

Election Management FAQs

Voter Name	Absentee Type	Precinct	Split	From Date	To Date	Status	Issue Method	Request Source
Precinct 04-75								
CAMPION, KEVIN A	Seasonal	04-75	03.04	9/16/2016	1/31/2018	Active	Mailing	Mail
CAMPION, KEVIN A	Seasonal	04-75	03.04	4/14/2016	9/15/2016	Active	Mailing	Mail
FLAGGEDVOTER, SEASONALY	Seasonal	04-75	02.04	11/5/2016	1/31/2018	Active	In-Person	Mail

Election Management FAQs

Q: Why can't I close my election?

A: The two most common reasons are that you have ballots that have been processed (i.e., received), but not accepted/rejected, or you have ballots that are unsent. You can run the BP-010 report to find out what ballots are unprocessed, or run the E-001 and search for prepared ballots to find the unsent ballots.

Election Management FAQs

Q: I checked prepared/processed ballots, but I still can't close my election, any other ideas?

A: You may want to check the provisional ballot module to ensure that all provisional ballots have been Accepted/Rejected.

To locate unprocessed provisional ballots, change the Ballot Disposition to a blank status and then hit search.

Election Management FAQs

Q: In a mail ballot election, what statuses are automatically brought into the election and issued ballots when you pull absentees?

A: Provisional and Active statuses. Inactive voters are not automatically brought into the election. Please keep in mind, you cannot accept a ballot issued to a provisionally registered voter until they have been verified and turned to an active status.

Election Management FAQs

Q: A school is running their own mail ballot election, can I just go into Voter Search and print off the mail labels?

A: You will want to ensure that you have selected the correct district as well as making sure that you have the correct statuses selected.

Provisional Ballots

FAQS

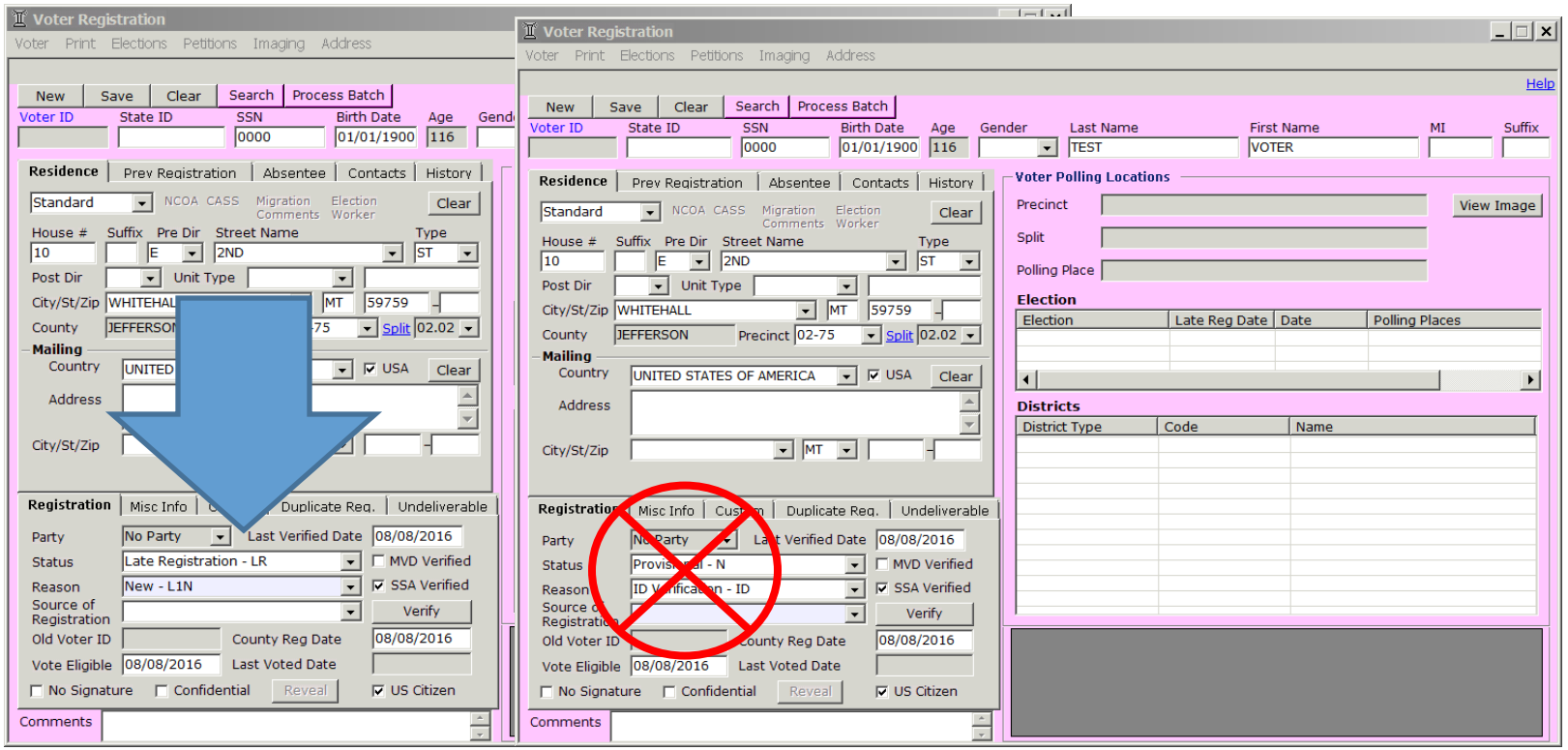
Provisional Ballots

Q: What registration status do you give to individuals who late register on election day and receive a provisional ballot?

A: They will have a status of Late Registration.

One thing to keep in mind is that provisionally registered is unrelated to a provisional ballot and the provisional ballot module.

Provisional Ballots

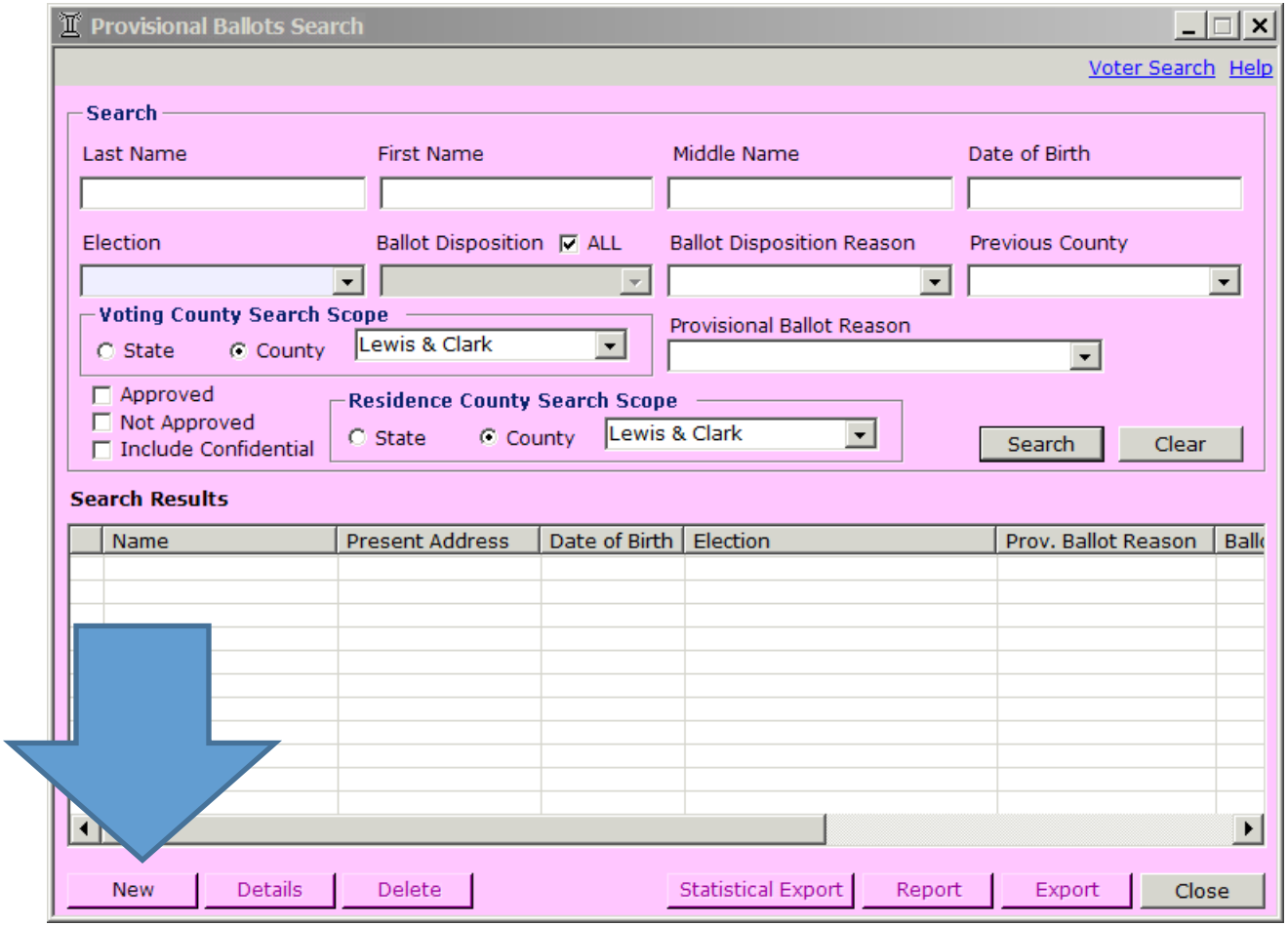


Provisional Ballots

Q:How do I enter a new provisional ballot?

A: From within the Provisional Ballot module, you must click the new button. The first screen is the provisional ballot search screen.

Provisional Ballots

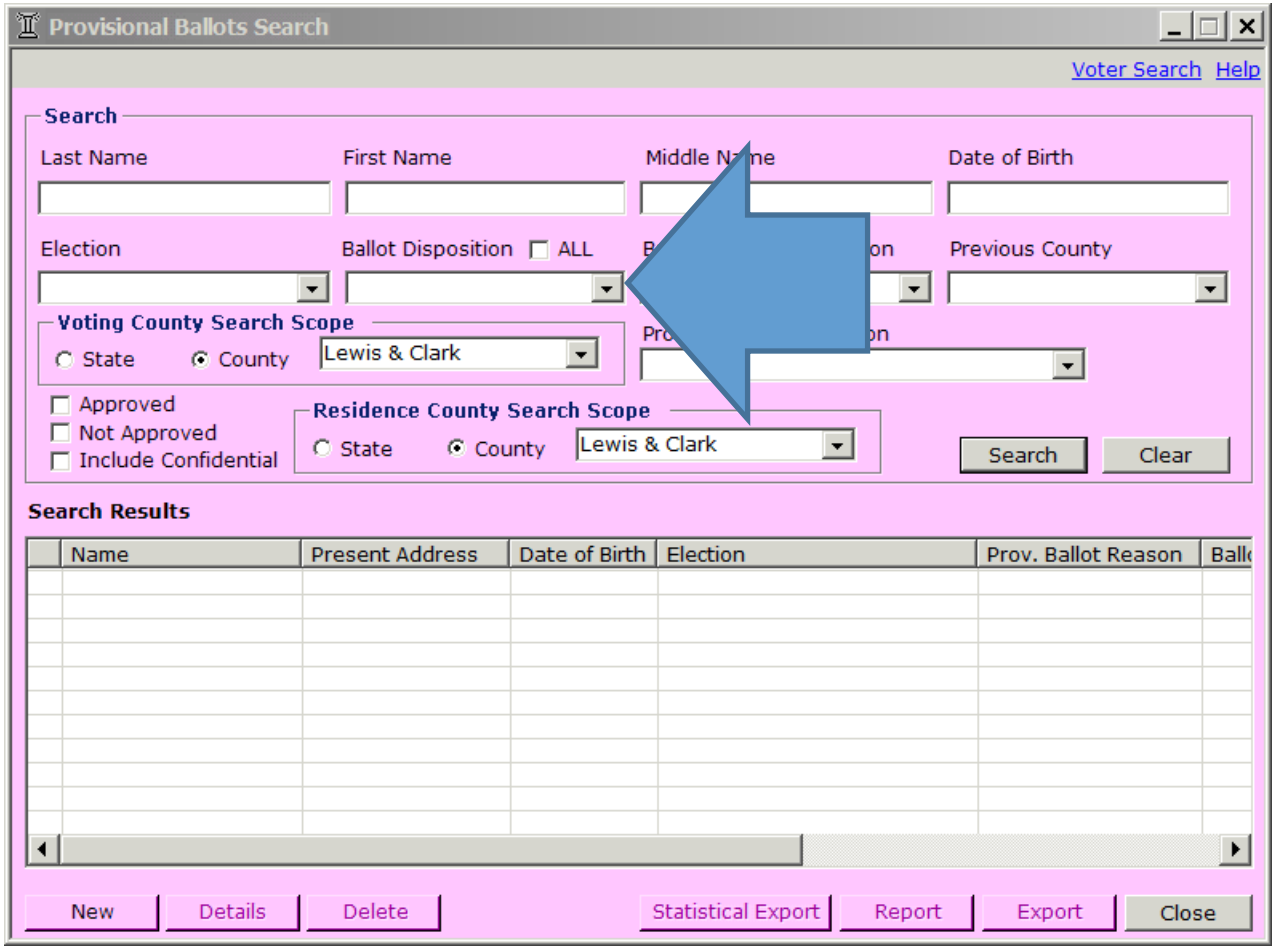


Provisional Ballots

Q:How do I locate all provisional ballots that have not been accepted/rejected?

A: From within the provisional ballot search screen, drop down the election, uncheck the 'All' box and leave everything else to the default settings. Click search.

Provisional Ballots

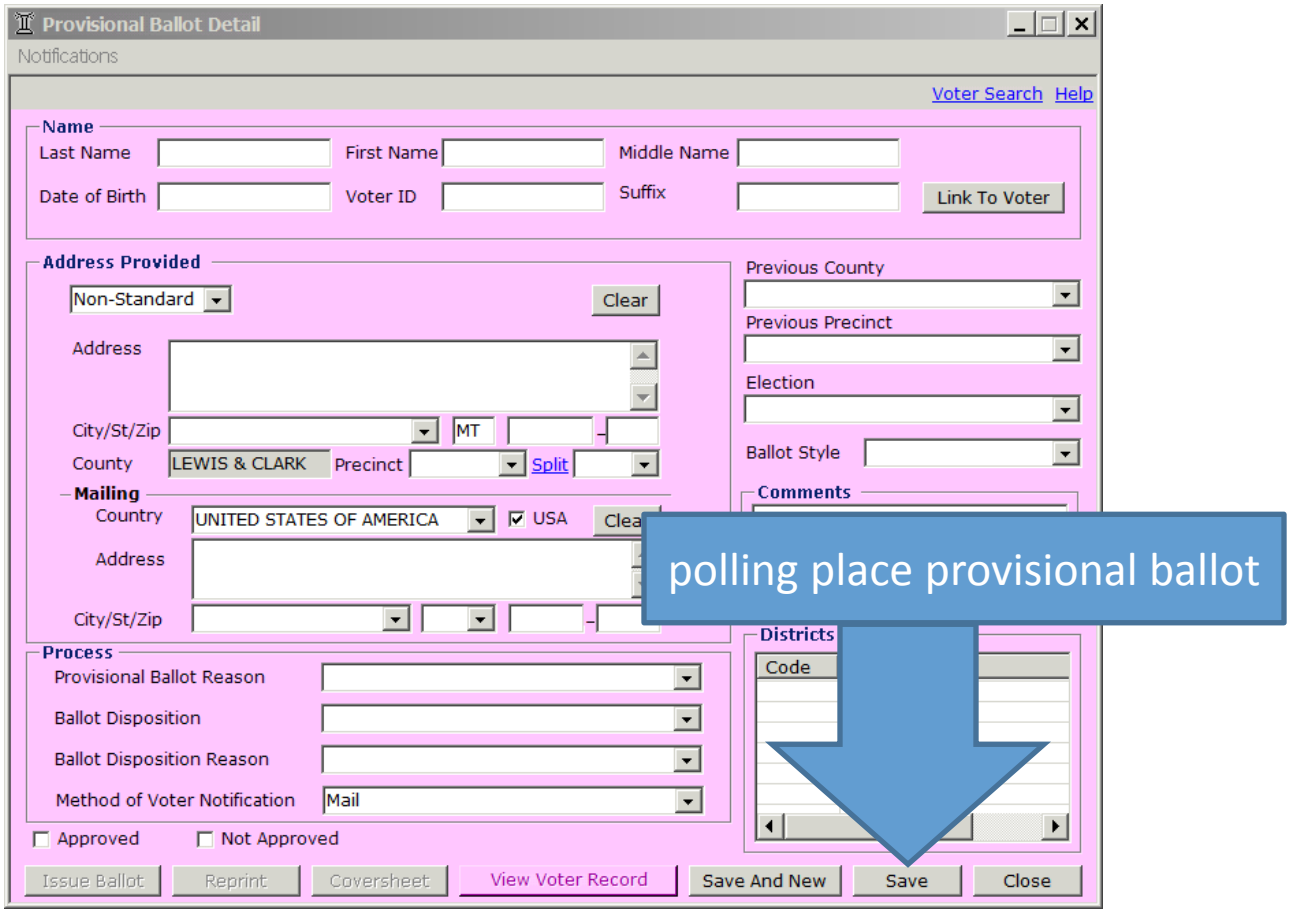


Provisional Ballots

Q: How do you enter a polling place provisional ballot in MT Votes?

A: The big difference in MT Votes between polling place provisional ballots and late registration provisional ballots is that polling place provisional ballots do not have a stub number since they are issued at the polls. So to enter them in MT Votes, you enter them like a normal provisional ballot, but you just SAVE the record. Do not click Issue Ballot.

Provisional Ballots



Provisional Ballots

Q: Do I have to click Link to Voter?

A: If they are a late registrant, the answer is yes. All late registrants have to be registered before issuing a provisional ballot. The issued ballot needs to be attached to an account.

If they are a polling place provisional and they are not registered, you will have to enter their information manually. The Link to Voter function will not work.

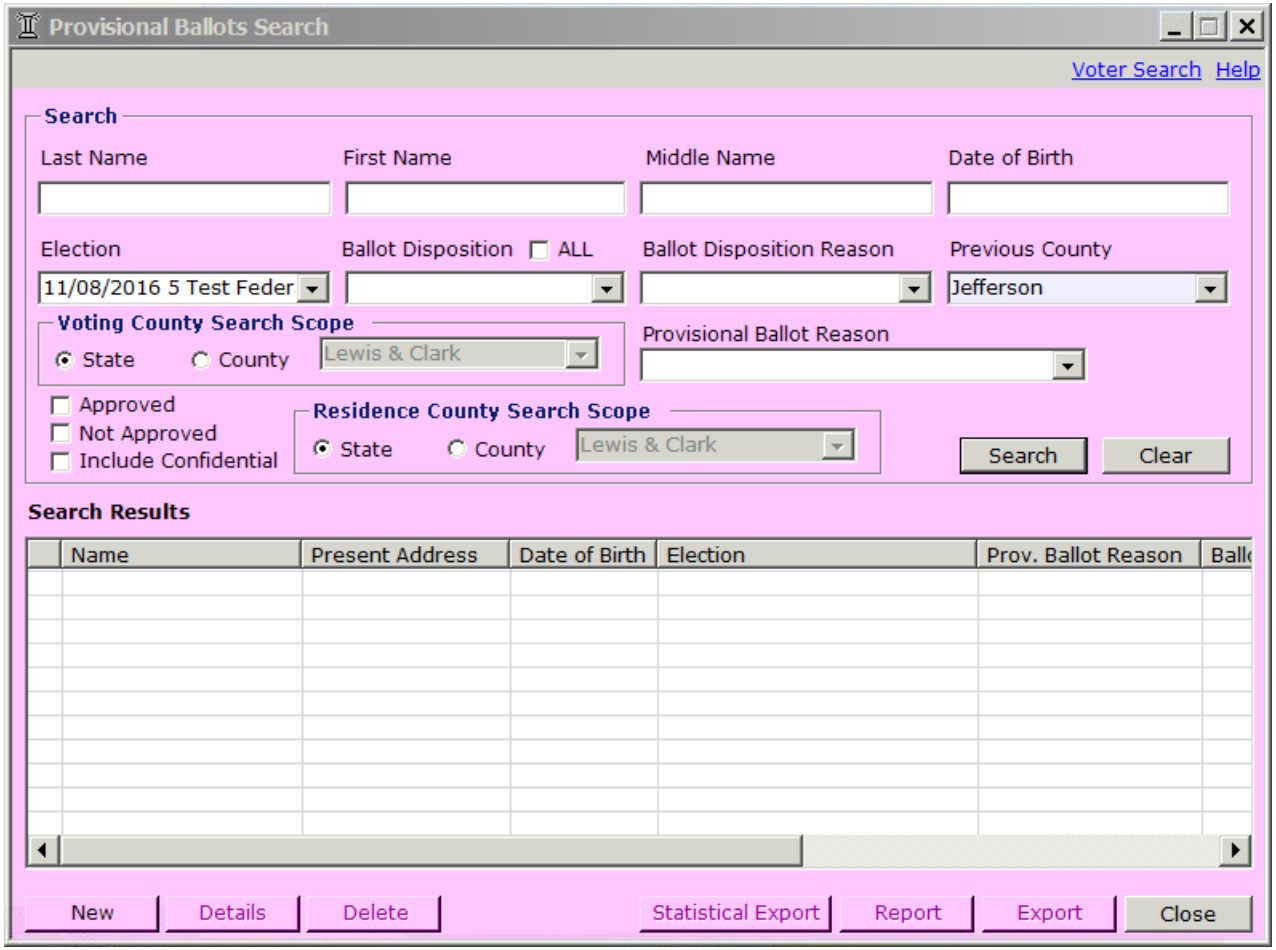
Provisional Ballots

Q: How do I locate voters who have moved from my county to a new county?

A: From the Provisional Ballot Search screen you simply need to change the 'Voting County Search Scope' AND 'Residence County Search Scope' to **State.** After doing that, change the previous county to your county and then click Search.

This search looks at the rest of the state for anyone who came from your county.

Provisional Ballots



Provisional Ballots

Q: When do I have to have provisional ballots entered into MT Votes?

A: All provisional ballots should be entered into MT Votes by 9AM the Friday following the election.

Provisional Ballots

Q: When do provisional ballots have to be marked Approved/Not Approved?

A: You have until 3 p.m. on the Monday following the election. (11/14/2016)

System Configuration

FAQS

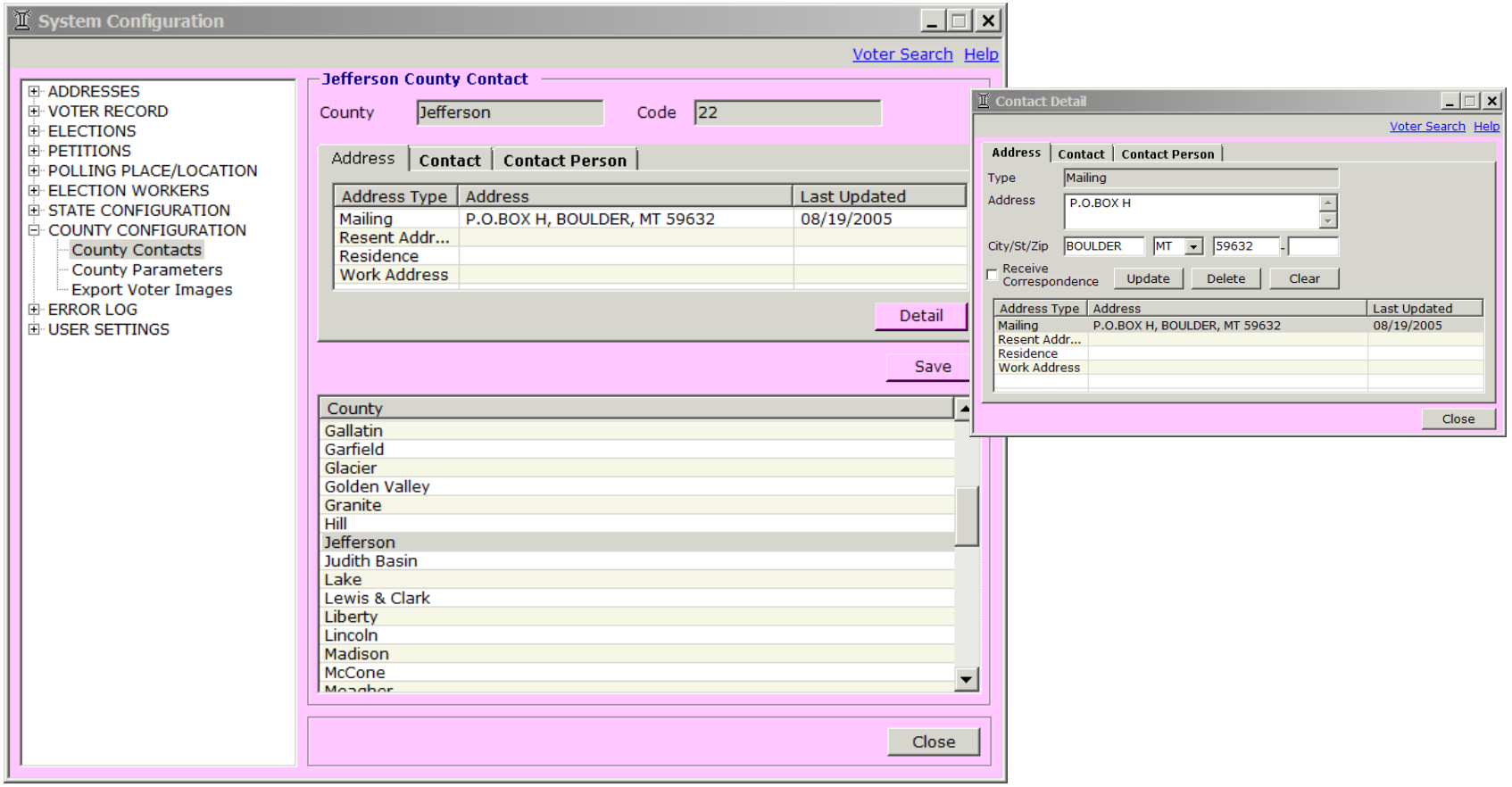
System Configuration FAQs

Q: How do I update the county contact information?

A: You can do this through System Configuration -> County Configuration.

Helpful Hint: Make sure you update the change and then save it.

System Configuration FAQs



System Configuration FAQs

Q: Why can't we get a new shared c#?

A: It's against state policy. Usernames and passwords should not be shared.

If you need a copy of the MT Votes Security Policy, please let me know.

As always, please contact the help desk if you have any questions.

soshelpdesk@mt.gov

406.444.4296

866.541.6767